This year has been one of the most progressive chapters of my HSBC journey where my role continued to evolve as a Senior Analyst contributing within a flexible hybrid operating model. I expanded both my operational remit and leadership exposure while adapting to the changing expectations of our function.

One of the most impactful experiences this year was driving the Mexico migration stream. I was directly involved in training, enabling and uplifting capability of the newly on-boarded team in Mexico by transferring knowledge, materials, process expertise and controls. I ensured they were confident, capable and aligned with our operating standards. I proactively maintained close engagement, continuously monitored performance, guided them through challenges and ensured productivity conversion during transition remained intact.

This assignment has added strong value to my development in coaching, stakeholder management, communication and leading through change. I am pleased that this transition was delivered effectively and sustainably with no impact to quality or control standards.

Overall, I have consistently met my objectives and contributed to team goals throughout the year, while maintaining high accuracy and governance with zero breaches or processing exceptions.

Key Achievements & Contributions

Strengthened expertise on vendor data platforms, Fund Accounting and evaluation tools within a short period.

Delivered GDS KPI commitments consistently and maintained high accuracy levels on pricing related tasks for Security Services.

Built and maintained trackers for BOTs, EUCs and testing activities which enabled transparent monitoring and streamlined planning for automation.

Completed SOP reviews across all allocated work items within agreed timelines.

Supported team members during peak load and month end cycles to ensure deliverables were met without delays.

Assisted in clearing outstanding backlogs and contributed to operational stability.

Supported the team to successfully complete external audit reviews, demonstrating strong internal control discipline.

Designed and implemented a structured onboarding training approach for new joiners to accelerate their ramp up and reduce capacity pressure.

Collaborated closely with offshore IT and BOT Developers on initiatives relating to automation of manual activities connected to ICON close.

Completed all mandatory learnings assigned within required timelines.

Actively participated in multiple knowledge sharing and engagement events including annual gathering, town halls and exchange sessions.